

# Transforming the Homeless System of Care

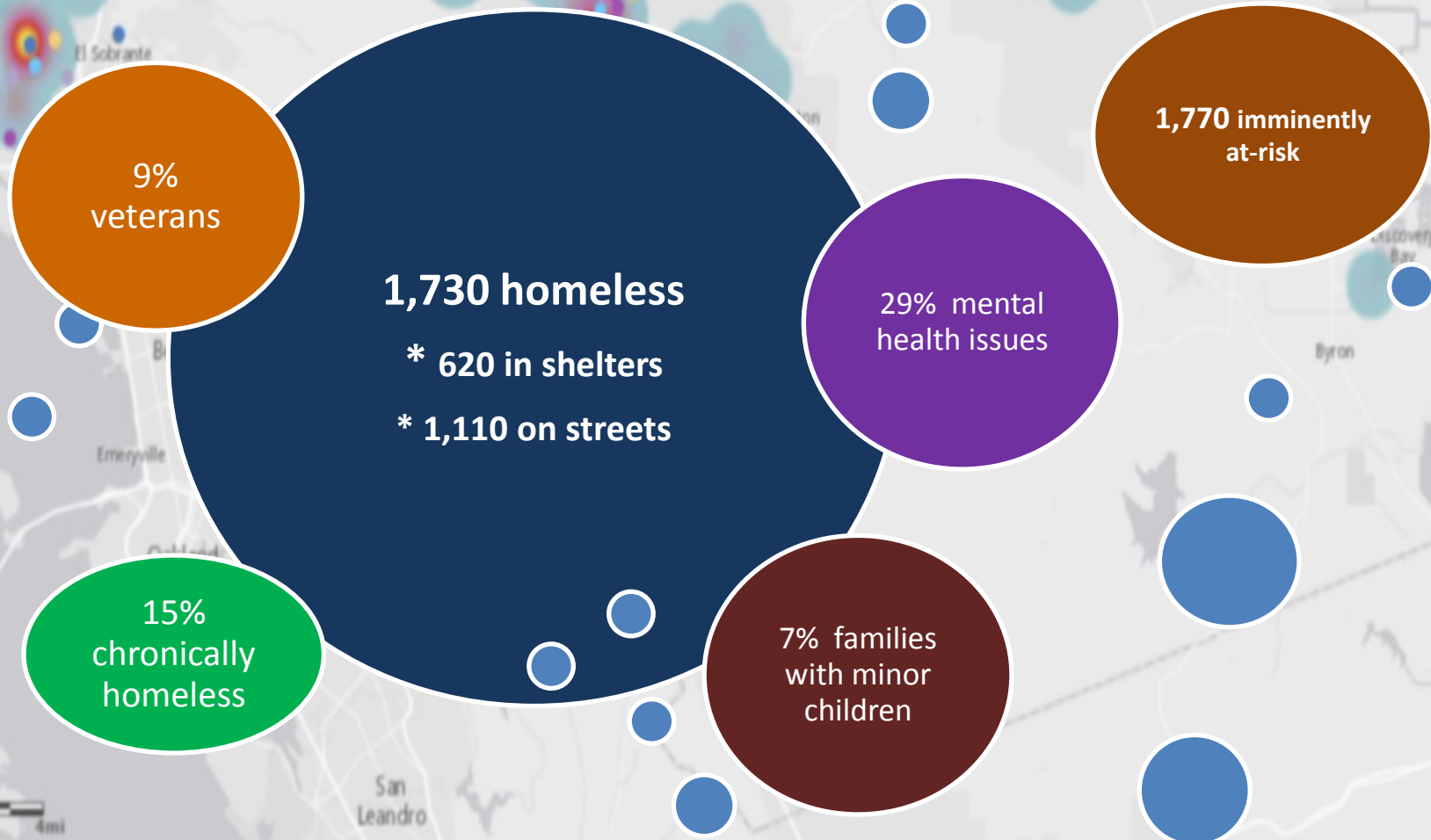


CONTRA COSTA  

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HEALTH SERVICES

# Point in Time Count 2016

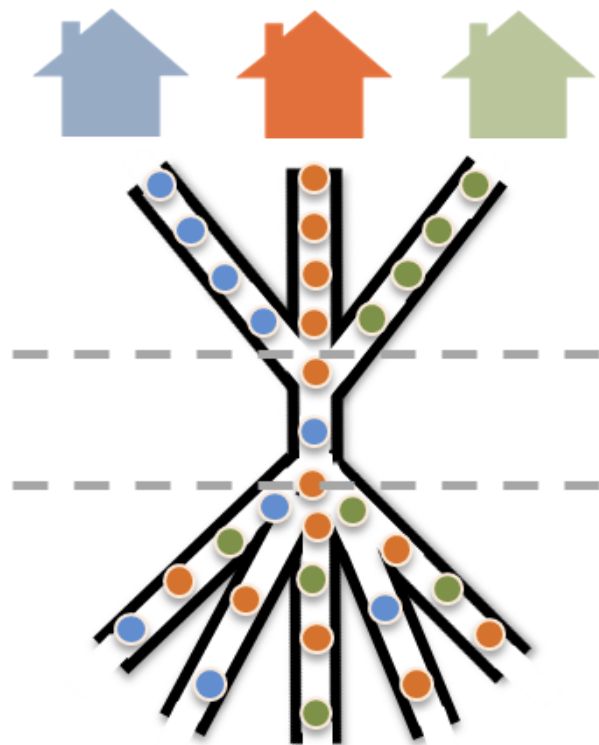
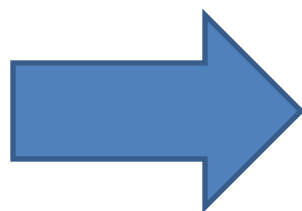


**3,500 Homeless or Imminently At-Risk**

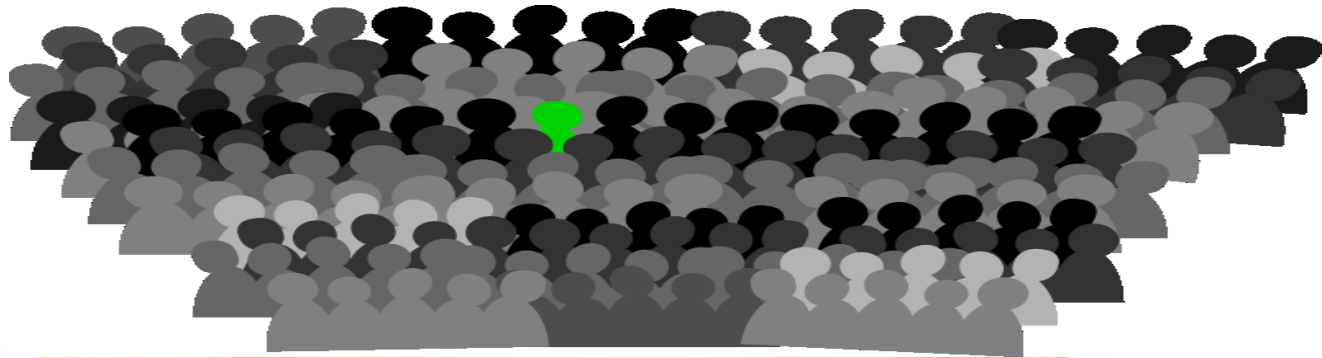


Anka Behavioral Health, Inc.

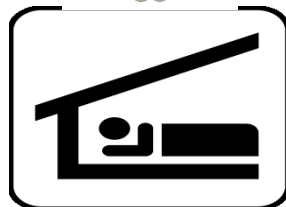




# Recipe for Failure



1,110 people living  
outside every day



500 shelter beds

# Coming Early 2017

THE FOLLOWING **PREVIEW** HAS BEEN APPROVED FOR  
**ALL AUDIENCES**  
BY THE MOTION PICTURE ASSOCIATION OF AMERICA, INC.

[www.filmratings.com](http://www.filmratings.com)

[www.mpaa.org](http://www.mpaa.org)

# CONTRA COSTA COUNTY COORDINATED ENTRY MODEL



Consumers



Law Enforcement



Health Care Providers



Service Providers



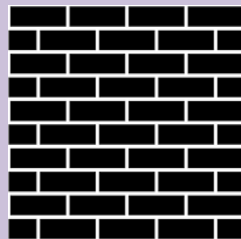
Community Members



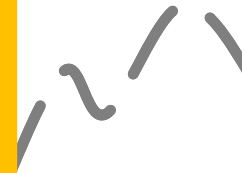
**CALL**  
211



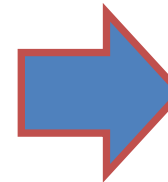
**CARE**  
Coordinated Assessment,  
Resource Center



**CORE**  
Coordinated Outreach  
Referral and  
Engagement Teams




Interim  
Housing



Permanent Housing

# Homeless Info Line



What	When	Who
<ul style="list-style-type: none"><li>• Prevention/Diversion screening and triage</li><li>• CARE and CARE-Capable center referrals</li><li>• Referrals to safety net and other social services</li><li>• Housing Security Fund Administration</li></ul> 	<ul style="list-style-type: none"><li>• 24/7</li></ul>	<ul style="list-style-type: none"><li>• At Risk</li><li>• Literally Homeless</li></ul>



# CORE Team



(Coordinated Outreach, Referral and Engagement)

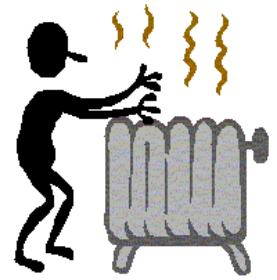
What	When	Who
<ul style="list-style-type: none"><li>• Shelter and Warming Center Placement</li><li>• In-the-field healthcare services provided by HCH</li><li>• Benefits eligibility screening and enrollment</li><li>• Permanent housing prioritization assessment</li><li>• Linkages to Behavioral Health</li><li>• VI-SPDAT assessment</li></ul>	<ul style="list-style-type: none"><li>• Monday – Saturday, 7 am – 1 am</li><li>• 3 Teams across County</li></ul>	<ul style="list-style-type: none"><li>• Literally Homeless</li></ul>

# CARE Centers



What	Where/When	Who
<ul style="list-style-type: none"> <li>• VI-SPDAT assessment</li> <li>• Showers</li> <li>• Food</li> <li>• Mail Services</li> <li>• Laundry</li> <li>• Primary and Behavioral Health Services</li> <li>• Benefits enrollment</li> <li>• Housing Navigation</li> <li>• *Warming Center</li> </ul>	<p><b>Monday -Friday</b>  <b>8 am – 5 pm</b></p> <p><u>West County</u>  165 22<sup>nd</sup> Street  Richmond</p> <p><u>Central County</u>  1924 Trinity Ave  Walnut Creek</p> <p><u>Central County*</u>  2047-A Arnold  Industrial Way  Concord</p>	<ul style="list-style-type: none"> <li>• Literally Homeless</li> </ul>

# Warming Center Pilot



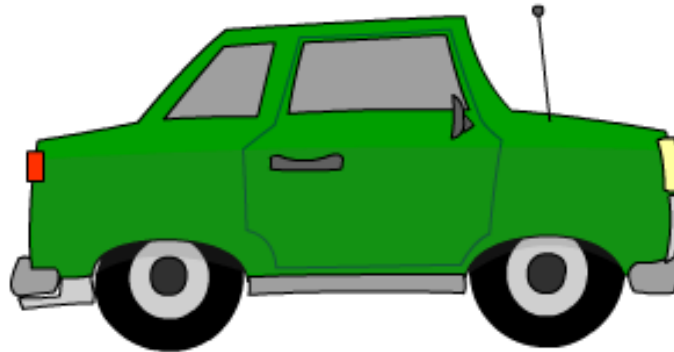
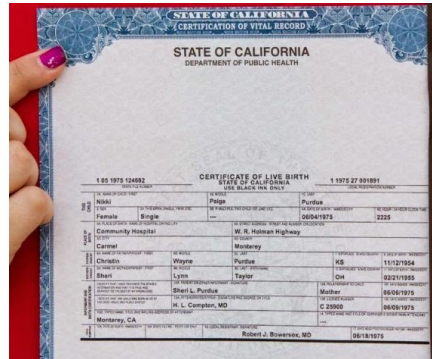
What	Where/When	Who
<ul style="list-style-type: none"><li>• Screening and intake</li><li>• Housing assessment</li><li>• Food</li><li>• Showers</li></ul>	<p><b>Monday -Saturday</b> <b>7 pm– 7 am</b></p> <p><u>Central County*</u> 2047-A Arnold Industrial Way Concord</p>	<ul style="list-style-type: none"><li>• Literally Homeless</li></ul>

# CARE Capable Center



What	Where/When	Who
<ul style="list-style-type: none"><li>• Referrals to 211 for prevention/diversion</li><li>• Referrals to CARE Centers</li><li>• VI-SPDAT assessment</li></ul>	<p><b>M, W, Th, F</b> <b>8 am – 5 pm</b></p> <p><b>Tu</b> <b>8 am – 7 pm</b></p> <p><u>Central County</u> Monument Crisis Center 1990 Market Street Concord</p>	<ul style="list-style-type: none"><li>• At-Risk</li><li>• Literally Homeless</li><li>• Focus on families and seniors</li></ul>

# HOUSING NAVIGATION





# Summary

- Only 3 entry points
- Assignment based on vulnerability versus first-come-first-serve
- Warming Center
- Housing navigation services beyond just shelters
- Standard policies and protocols across providers
- Coordinated exit from homelessness

# Future Growth

- ❑ Expansion of CORE teams (**Scalable to meet each City's need**)
- ❑ Additional CARE Centers (East County)
- ❑ Enhancement of all CARE Centers with Warming Centers
- ❑ Seven day/week operation





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